





| /ehicle Purchase - Buyers Label 2_Copy |
|---|
| Thank you very much for agreeing to participate in our online survey. As a person who recently purchased a new vehicle or is planning on doing so, your opinions are very important to us. |
| The auto industry is creating many new and exciting technologies to power our vehicles more efficiently. To help people make the best choices for them, the fuel economy label that appears on all new vehicles sold in the United States is being revised by the United States Environmental Protection Agency and Department of Transportation. These revisions will allow all of us to compare more accurately among all vehicle technologies. |
| Your participation in our brief (12-15 minutes) online survey is completely voluntary and critical to the label redesign effort. All your responses will be completely anonymous and will only be reported in combination with those of other survey respondents. |
| The survey is best viewed by maximizing your computer screen. Please be sure to scroll down to the bottom of each page and click the "Next" button to proceed. The bar at the bottom of each page tells you how much of the survey you have completed. |
| The survey is programmed so that if you need to stop and complete it at a later time you will be brought back to where you left off. (Just click 'Exit this survey' in the top right hand corner if you need to stop before completing the survey.) |
| Please click "Done" at the end of the survey so that your answers will be saved in our database. Once you have clicked "Done", you will not be able to make any changes. |
| Please complete the survey by September 22, 2010. Thank you for sharing your opinions! |
| n this section we are interested in the type of new vehicle (not used, not leased, not a motorcycle) you purchased most recently. |
| * 1. Did you purchase a new vehicle (not used, not leased, not a motorcycle) in the last 12 months? |
| ○ No |
| ○ Yes |
| 2. What make and model of new vehicle did you purchase most recently? (Makes are listed alphabetically. Click on the 'drop down box' and scroll down to find your vehicle.) |
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| Vehicle Purchase - Buye | Label 2_Copy | |
|-----------------------------------|--|--|
| 3. Are you the primary drive | f this vehicle? | |
| No | | |
| Yes | | |
| Equally share use of this vehicle | | |
| 4. What is the percent of cit | nd highway driving you do with this vehicle? | |
| | y 75. The city and highway numbers should | |
| | mbers. DO NOT INCLUDE THE PERCENT | |
| SIGN.) | | |
| City % Highway % | | |
| | is vehicle driven on a typical day? | |
| 20 miles or less | O 61-70 miles | |
| 21-30 miles | 71-80 miles | |
| 31-40 miles | 81-90 miles | |
| 41-50 miles | 91-100 miles | |
| 51-60 miles | More than 100 miles | |
| | | |
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|--|---|---|-------------------------------|
| S. Thinking about your vehicle selec | ction process, what actions did you take and in what o | order | |
| | ACTIONS YOU TOOK.) Do this by checking the first thi | | |
| | the second thing you did in the #2 column, etc. | | |
| | 1st 2nd 3rd 4th 5th | 6th | |
| ooked at magazines, newspapers, or other printed source. | es of information | O | |
| ooked at dealership internet sites | $\bigcirc \bigcirc \bigcirc \bigcirc \bigcirc \bigcirc$ | O | |
| Discussed with people you know | | O | |
| ooked at other internet sites (such as Edmunds.com, car | s.com, vehix.com) | O | |
| /isited a dealership | | Q | |
| ooked at manufacturer internet sites | | \circ | |
| Other important things you did in your vehicle selection p | | | |
| | | | |
| | eriously consider when you first started looking for a | | |
| Sports car | Large car | Pickup truck | |
| Subcompact car | Station wagon | Minivan | |
| Compact car | Sport utility vehicle (SUV) | Full-size van | |
| Midsize car | Crossover | Other (please specify below) | |
| If chose 'other', please specify here | | | |
| | | | |
| 3. Please identify up to 3 vehicles ve | ou seriously considered before making your final deci | sion. (Makes are listed alphabetically. C | lick on the 'drop down boxes' |
| and scroll down to find your vehicle | | ` . | · |
| · | Vehicle 1 | Vehicle 2 | Vehicle 3 |
| /ehicles seriously considered | | | |
| | 8, | 9 | 9 |

9. What were the top 5 primary factors or attributes that drew you to the vehicles you seriously considered? Please rank order these by checking your #1 factor in the #1 column, checking your #2 factor in the #2 column, and so on until your top 5 factors have been ranked. BE SURE TO SCROLL DOWN SO THAT YOU CAN SEE ALL THE FACTORS/ATTRIBUTES.

| Comfortable to drive/leg/head room Body style Performance/handling/power Gas mileage/fuel economy Styling/appearance/image Price/affordability Reliability/repair costs | 00000000 | 00000000 | 00000000 | 00000000 | 00000000 |
|---|------------|------------|------------|------------|------------|
| Green/environmentally friendly | \circ | Q | \circ | Q | Ŏ |
| All wheel drive or 4-wheel drive | Q | Ŏ | Q | \circ | \bigcirc |
| Alternative fuels | \circ | \circ | \circ | Ö | \bigcirc |
| Warranty | \circ | \circ | Q | Ŏ | Ŏ |
| Towing capacity | Ŏ | Ŏ | Ŏ | Ŏ | Ŏ |
| Seating capacity | \circ | Ŏ | Q | Q | Ŏ |
| Features/amenities | Ŏ | Ö | Q | Ŏ | Ŏ |
| Safety | Q | Q | Q | Q | Ŏ |
| Brand name | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Other factors/attributes in your top 5 (please specify here) | | | | | |

Now we're interested in how you thought about fuel economy when you shopped for your most recently purchased new vehicle.

| Vehicle Purcl | nase - Buyers La | bel 2_Copy | | | | | | |
|----------------------|------------------------------------|--------------------------|---------------------|---------------------|-----------------------|----------------------|---------------------|--|
| 10. On a scal | e of 1 to 7, where 1 is | 'not important a | t all' and 7 is 've | ry important', h | ow important a d | consideration | was <u>fuel</u> | J0000000000000000000000000000000000000 |
| <u>economy</u> wh | en choosing your ne | w vehicle? | | | | | | |
| Level of importance | 1 = Not important at all | 2 | 3 | 4 | 5 | 6 | 7 = Very important | |
| | ıying your most recei | | Ulid you search fo | or information a | hout fuel econo | my/fuel consu | umption? | |
| No | iying your most recei | it new veincie, c | na you search to | n iiiiOiiiiatiOii a | bout fuel econor | illy/idei collad | ampuon: | |
| 0 | | | | | | | | |
| Yes | | | | | | | | |
| O Don't rememb | er | | | | | | | |
| 12. Where die | d you search for infor | mation on fuel e | conomy/fuel co | nsumption? (pl | ease check all th | nat apply) | | |
| Manufacturers | Web sites | | | | Newspapers | | | |
| Radio ads | | | | | Asked others who have | ve similar vehicle | | |
| Vehicle Web s | ites (such as Edmunds.com, cars.c | com, vehix.com, kbb.com) | | | Fuel economy label o | on vehicles | | |
| Environmenta | l organizations | | | | Auto dealers | | | |
| Television ads | : | | | | Auto magazines (e.g. | Car & Driver, Road & | Track, Motor Trend) | |
| Government V | Veb sites (e.g. fueleconomy.gov, E | EPA Green Vehicle Guide | 1 | | Consumer Reports | | | |
| Other (please specif | y here) | | | | | | | |
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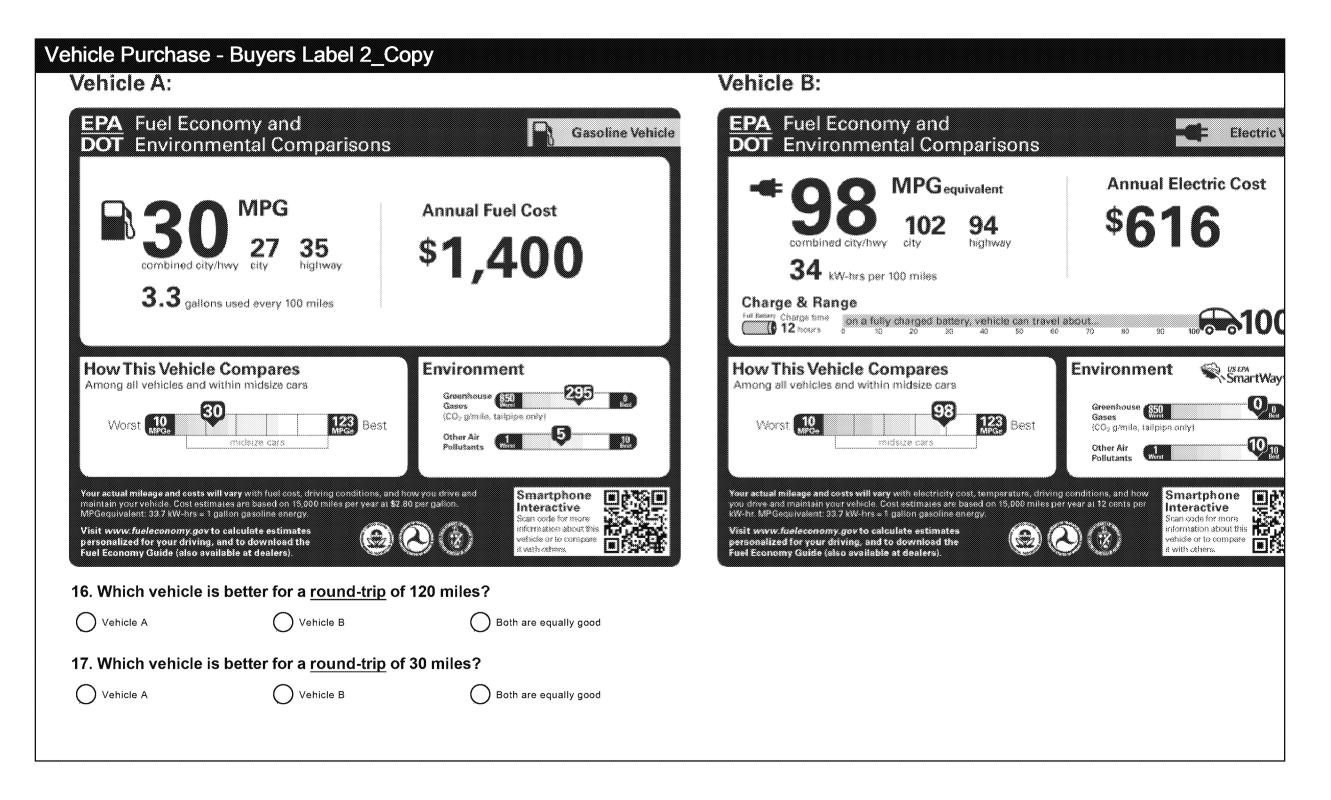
| Vehicle Purchase - Buyers Label | 2_Copy | | | | | | | | | |
|---|-----------------------------|----------------|--------------|-------------|----------------|---------------------|----------------------|-----------------------------|-----------------------|-------------------|
| 13. Please rate each of the following o | on a scale of 1 to | 7 (with 1 | being 'n | ot comp | elling a | ıt all' | | | | |
| and 7 being 'very compelling') in rega | rd to how compe | lling the | y are to l | buying a | <u>fuel ef</u> | <u>ficient</u> | | | | |
| <u>vehicle</u> . | | | | | | | | | | |
| To reduce the number of trips to the gas station | 1 - not compelling 2 at all | 3 | 4 | 5 | 6 | 7 - very compelling | | | | |
| Reduces climate change | ŎŎ | Ŏ | Ŏ | Ŏ | Ŏ | Ŏ | | | | |
| To save money | ŎŎ | Ŏ | Ŏ | Ŏ | Ŏ | Ŏ | | | | |
| Better for the environment | 0 0 | \circ | \circ | \circ | Ō | \circ | | | | |
| Reduce our dependency on other countries | 0 0 | \bigcirc | \bigcirc | \bigcirc | \circ | \bigcirc | | | | |
| Makes our oil supplies last longer | 0 0 | \bigcirc | \circ | \bigcirc | \circ | \circ | | | | |
| Other 'very compelling' factors (please specify here) | | | | | | | | | | |
| | | | | | | | | | | |
| We are interested in your thoughts about the fuel eco | nomy label as a sourc | e of informa | ation. | | | | | | | |
| 14. Do you remember seeing the fuel | economy label o | n vehicle | window | vs when | shoppi | ng for yo | ur most recen | it new vehicle? | | |
| ○ No | | | | | | | | | | |
| Yes | | | | | | | | | | |
| Don't know | | | | | | | | | | |
| 15. On a scale of 1 to 7, where 1 is 'no | t important at all' | and 7 is | 'very im | portant' | , how in | nportant v | was the FUEL | ECONOMY | | |
| LABEL in helping you to choose the r | • | | _ | • | | • | | | | |
| 1 = Not important at all | 2 3 | | 4 | | | 5 | 6 | 7 = Very important | | |
| Level of importance | \mathcal{L} |) | C |) | (|) | \circ | \circ | | |
| Please note that the information in the following parag the following pages. | graphs is not a questic | n but a des | scription of | the differe | nt types o | of vehicle ted | chnologies. It is im | portant to read the informa | ation below for answe | ring questions on |
| Four types of advanced technology vehicles are either | already available or w | vill be in the | near futur | e: | | | | | | |

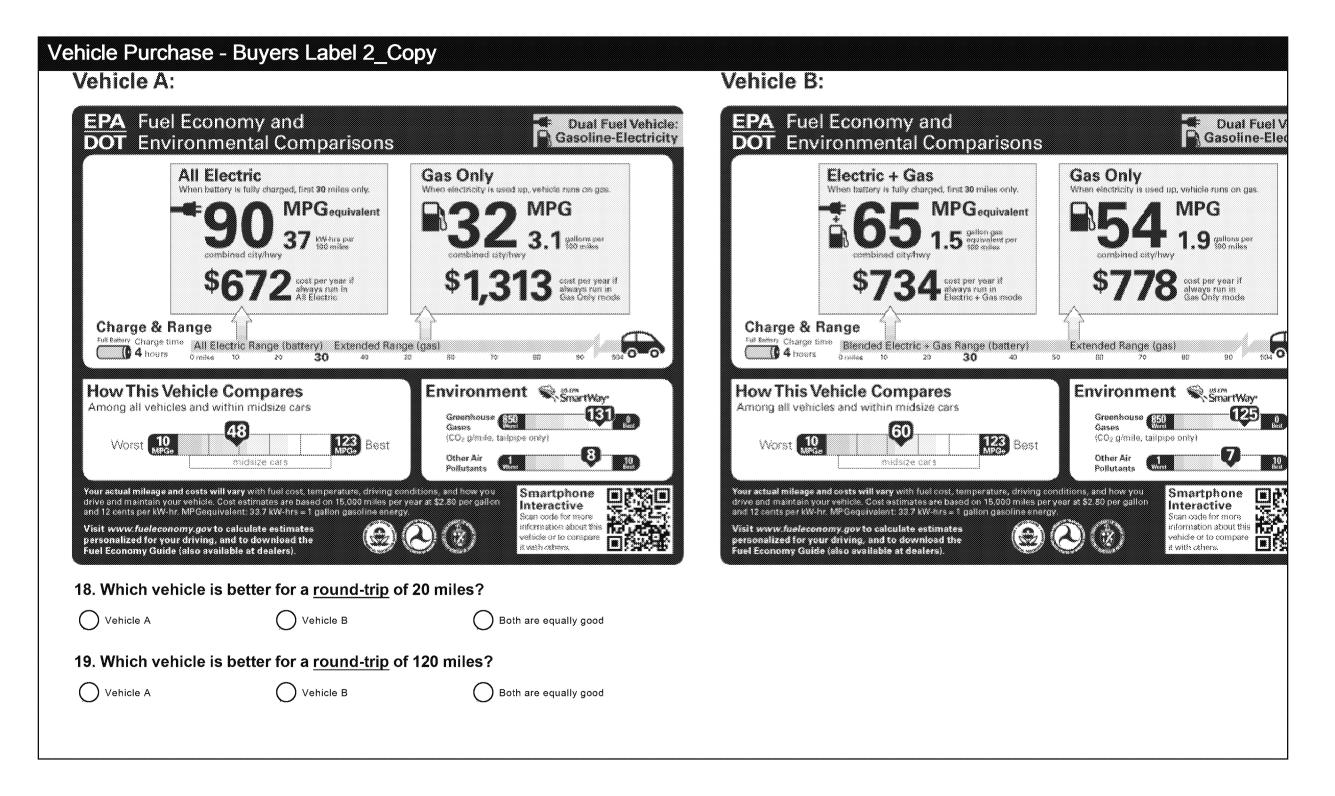
- Hybrid Vehicles use a gasoline engine as well as an electric motor to propel the vehicle. However, the only fuel a hybrid vehicle uses is gasoline, either to propel the vehicle or to charge the battery.
- Electric Vehicles use electricity stored in batteries to propel the vehicle. You charge the battery by plugging your vehicle into an electrical outlet. The vehicle travels until the charge is depleted or you re-charge it. You do not have the option to run it on gasoline.
- Extended Range Electric Vehicles have two modes of operation, when the battery is charged and when it isn't. 1) Once charged, the vehicle at first runs on only electricity. 2) When the battery is discharged, it uses gasoline, either to propel the vehicle or to charge the battery. Important: daily driving distance can GREATLY affect amount of gasoline used. Can go all the way from zero gasoline (if shorter commutes and plenty of recharging) to entirely gasoline (if longer drives and no recharging).
- Plug-in Hybrid Electric Vehicles work like an Extended Range Electric Vehicle in that it has two modes of operation—when battery is charged and when it isn't, but: 1) When it's charged, the vehicle uses up the charge along with some gasoline. 2) When the battery is discharged, it uses gasoline, either to propel the vehicle or to charge the battery. Important: daily driving distance can GREATLY affect amount of gasoline used.

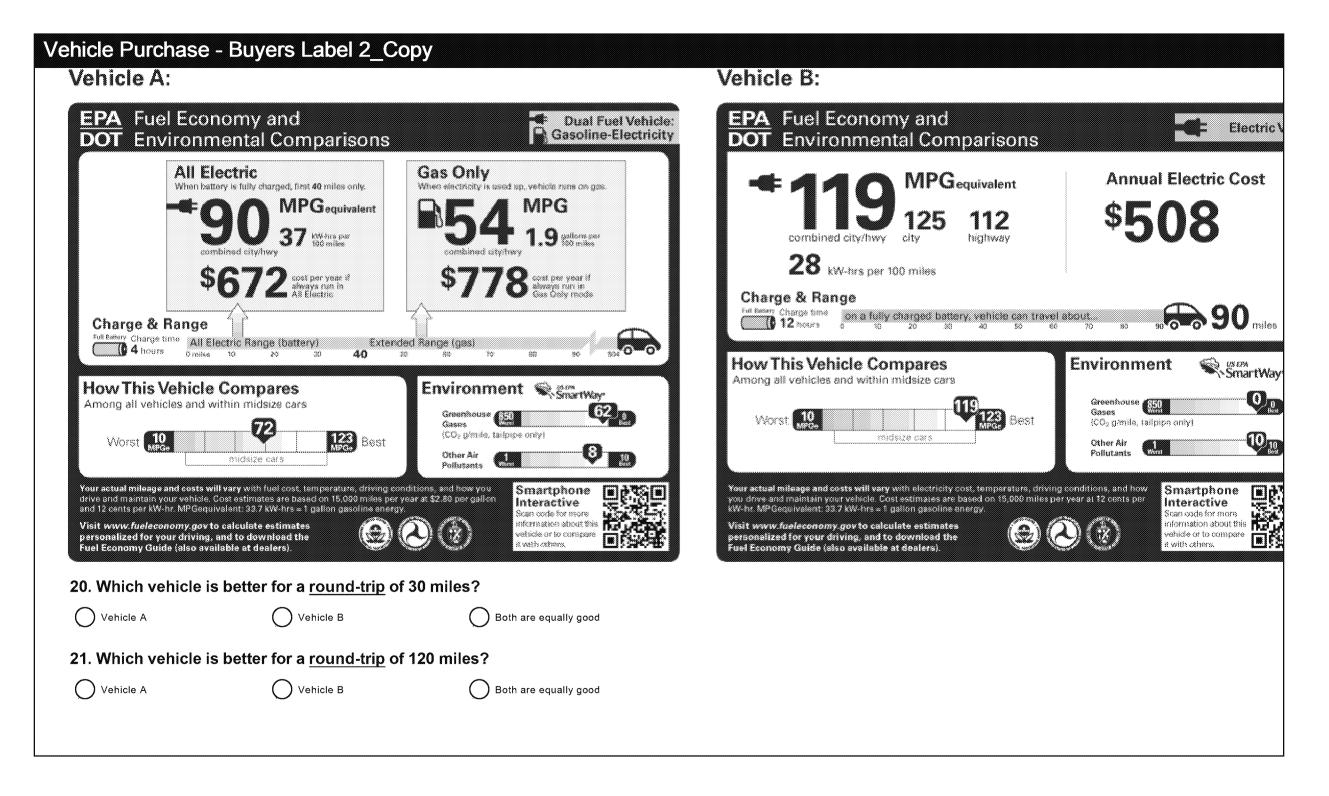
To help consumers decide whether advanced technology vehicles might be good choices for them, the fuel economy label is being revised. These revisions will allow you to compare more accurately among all vehicle technologies. Your answers to the following questions will help this label redesign effort.

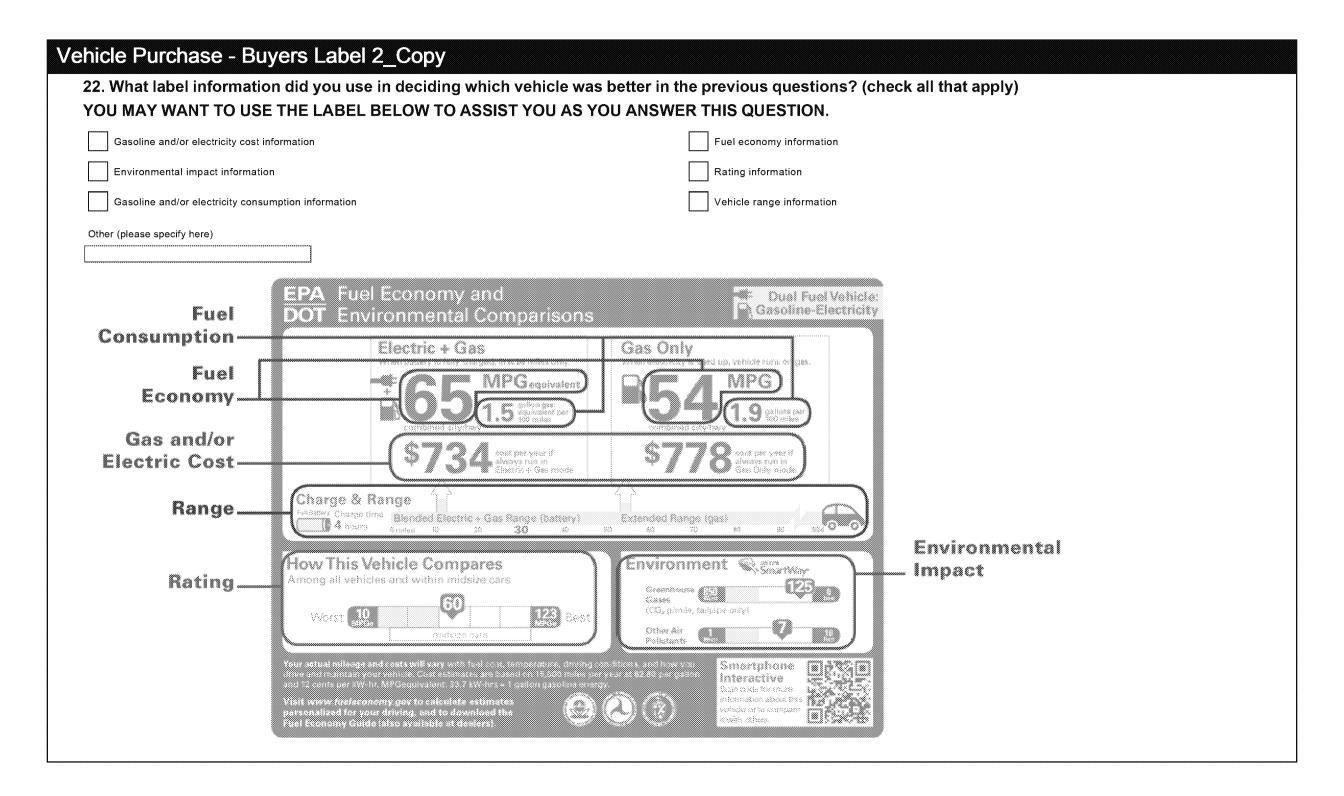
The next 6 questions ask you to look at the labels from two vehicles. YOU SHOULD ASSUME THAT ANY PLUG-IN VEHICLES START FULLY CHARGED AND THERE ARE NO RECHARGING OPPORTUNITIES DURING THE SPECIFIED TRIP.

WHEN ANSWERING QUESTIONS ON THE FOLLOWING PAGES, PLEASE BE SURE TO SCROLL TO THE RIGHT SO THAT YOU CAN SEE ALL OF BOTH LABELS.





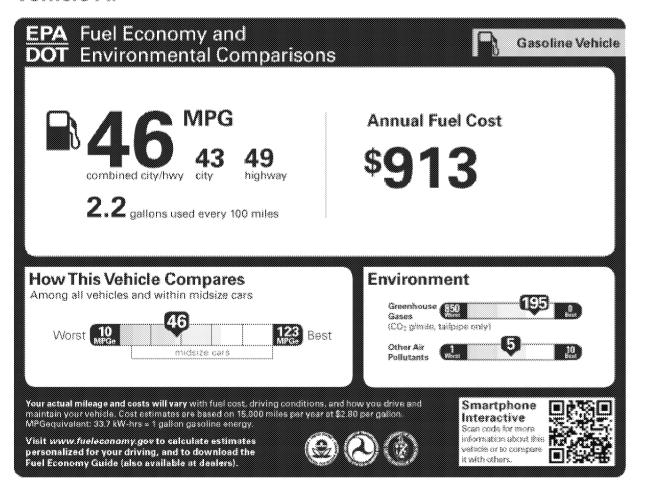




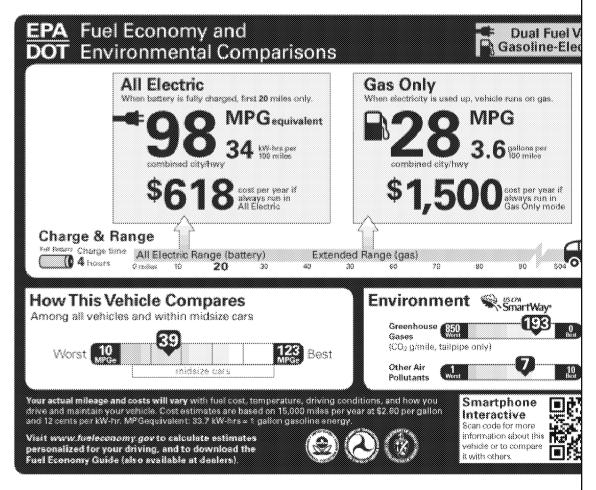
The next 4 questions ask you to look at the labels for two vehicles and determine which you would purchase. For each question assume that the two vehicles are the same make and model, but that the vehicle technology is different (for example, gasoline vehicle and electric vehicle). AS YOU ANSWER THESE QUESTIONS, PLEASE THINK ABOUT YOUR OWN DAILY DRIVING PATTERNS.

WHEN ANSWERING QUESTIONS ON THE FOLLOWING PAGES, PLEASE BE SURE TO SCROLL TO THE RIGHT SO THAT YOU CAN SEE ALL OF BOTH LABELS.

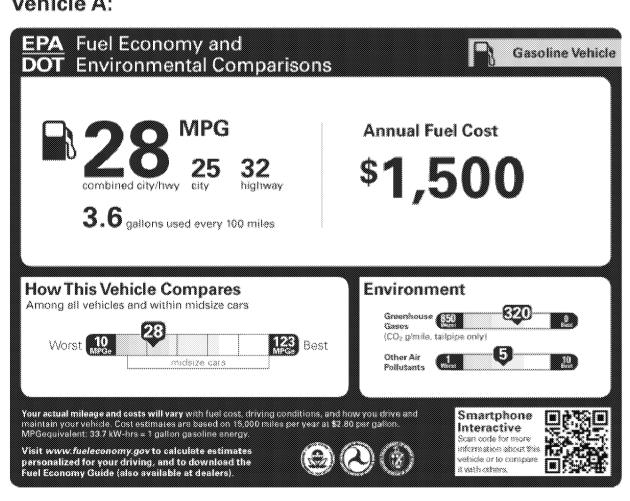
Vehicle A:

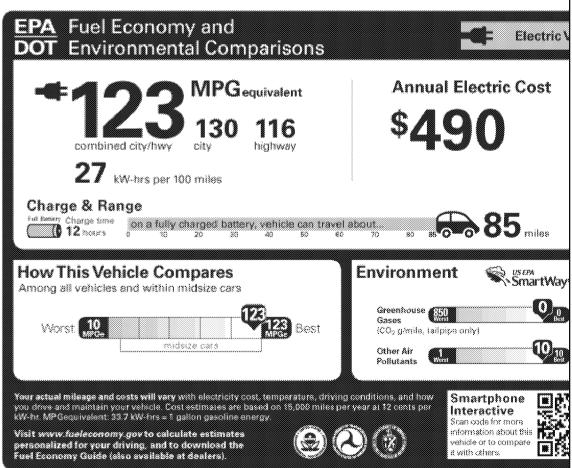


Vehicle B:



Vehicle Purchase - Buyers Label 2_Copy 23. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern? Output Vehicle A: Vehicle B:

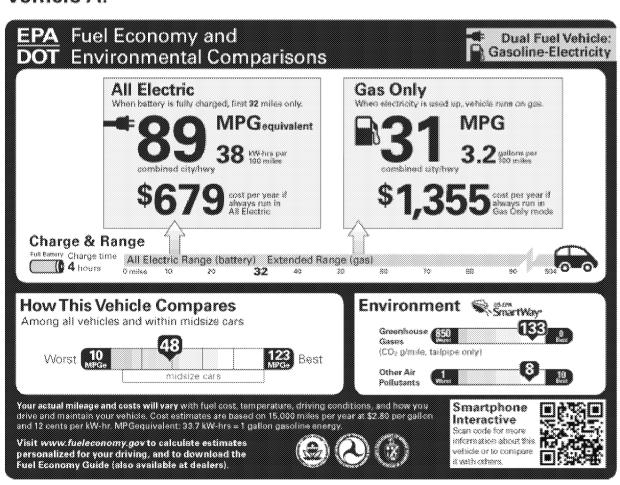




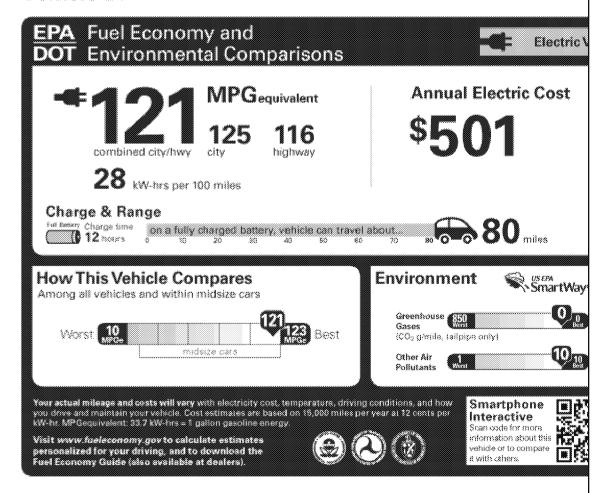
24. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

Vehicle A Vehicle B Equally likely to purchase either vehicle

Vehicle A:



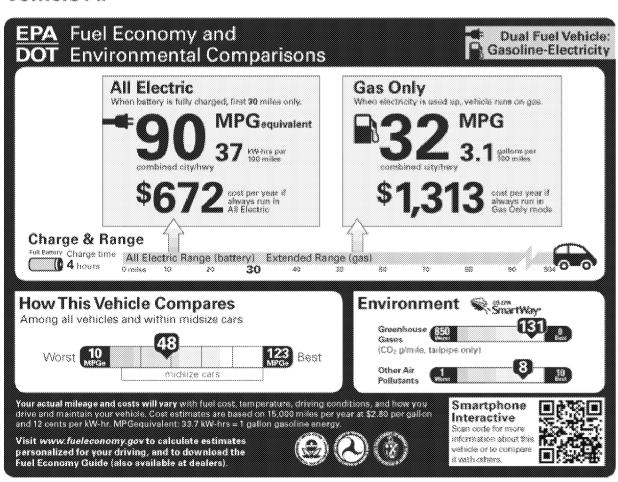
Vehicle B:



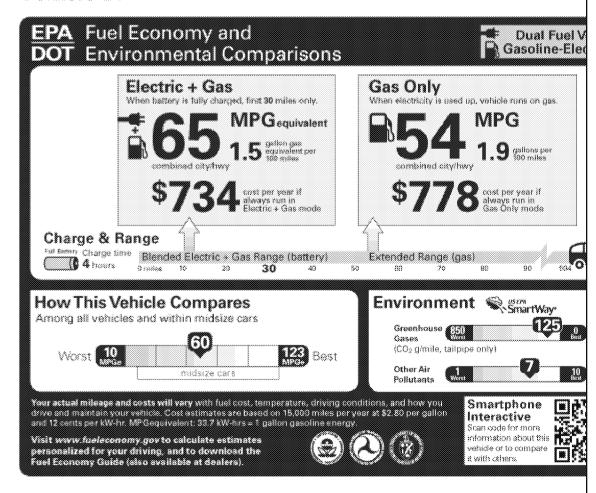
25. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

Vehicle A Vehicle B Equally likely to purchase either vehicle

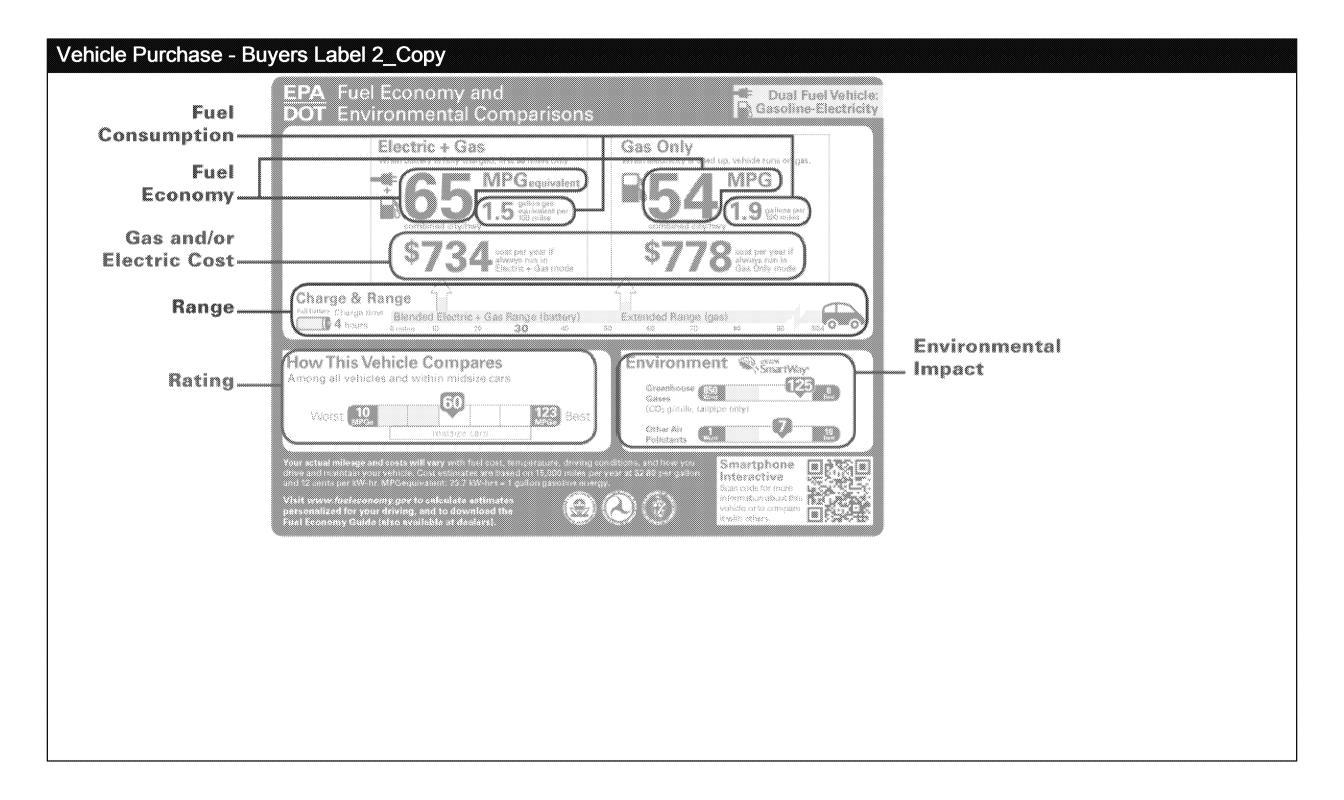
Vehicle A:



Vehicle B:



| Vehicle Purchase - Buyers Labe | I 2_Copy | |
|--|---|---|
| all your other requirements (including | odel of vehicle for both labels above and g size, reliability, comfort, performance, hicle would you purchase when you co | appearance, and safety) and are |
| Vehicle A | Vehicle B | Equally likely to purchase either vehicle |
| | se in deciding which vehicle you would BELOW TO ASSIST YOU AS YOU ANS | ourchase in the previous questions? (check all that apply) WER THIS QUESTION. |
| Environmental impact information | | Vehicle range information |
| Rating information | | Gasoline and/or electricity consumption information |
| Gasoline and/or electricity cost information | | Fuel economy information |
| Other (please specify here) | | |



| /ehicle Purchase - Buyers Lal | pel 2_Copy | | | | | | | | | | | |
|--|-----------------|--------------|--------------|---------------|---------------|-------|---------|--------|--|--|--|--|
| 28. Please rank order the top <i>five</i> t an advanced technology vehicle (s vehicle)? Do this by checking you in the #2 column, etc. | such as an elec | tric vehicle | or a plug-i | n hybrid ele | ctric | | | | | | | |
| Lower cost of vehicle Environmental benefits Better fuel efficiency Vehicle and parts are reliable Reduce our dependence on gasoline Reduce the number of trips to the gas station Lower fuel costs Good maintenance costs Good vehicle range Other things in your top five that would motivate you (p | #1 motivator | #2 motivator | #3 motivator | #4 motivator | #5 motivator | | | | | | | |
| 29. The label that you saw for an elemit some CO2 per mile from their The electricity used to power electric vehicles hat The electricity used to power electric vehicles material of the company of th | tailpipes. Wha | t does it me | an that elec | ctric vehicle | s are rated t | to ha | ve 0 CC | O2 emi | | | | |

| Vehicle Pur | chase - Buyer | s Label 2_0 | Сору | | | | | |
|----------------------|---------------------------------------|--------------------------|-------------------------------|-----------------------------------|----------------------|------------------|--------------------|--|
| | vould you prefer t which power veh | | tion on the CO2 | emissions associate | ed with produci | ng electricity o | r | |
| On the labe | el, in addition to "tailpipe or | ıly" emissions | | | | | | |
| On the labe | el, combined with tailpipe er | missions, in addition to | a "tailpipe only" emission | s value | | | | |
| On a websit | te instead of the label; the l | abel should have "tailp | ipe only" emissions | | | | | |
| Other (pleas | se specify below) | | | | | | | |
| Information | on the emissions associate | d with producing electr | ricity and other fuels to pov | ver a vehicle is not important to | me | | | |
| If 'other', please s | specify. | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| In this section we w | vould like to know a litt | le bit about you. P | lease remember that | all of your answers are st | rictly confidential. | | | |
| 21 On a sec | alo of 1 to 7 who | ·o 1 - 'amona i | ha firet naanla' s | and 7 = 'among the la | act noonlo! how | would you ra | to voursolf in | |
| | hen you generall | _ | | _ | ast people , now | v would you ra | te yoursen m | |
| I'm generally | 1 - among the first | | 3 | 4 | 5 | 6 | 7 - among the last | |
| 32. What is | your home zip co | ode? | | | | | | |
| Zip code | • | | | | | | | |
| 33. How ma | iny working moto | rized vehicles | does your hous | sehold have? | | | | |
| O 1 |) 2 | | O 4 | 5 or more | | | | |
| ~ | | | | O | | | | |
| 34. How ma | iny licensed drive | ers in your hou | ısehold? - | _ | | | | |
| O 1 | O 2 | O 3 | O 4 | 5 or more | | | | |
| | | | | | | | | |

| Vehicle Purchase - | - Buyers Label 2_Copy | |
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| 35. What is your ger | nder? | |
| Male | | |
| Female | | |
| 36. Which of the foll | owing ranges includes | |
| your age? | | |
| 18-24 | 45-54 | |
| 25-34 | 55-64 | |
| 35-44 | 65 or over | |
| 37. What is the high | est level of education you have con | npleted? |
| Less than high school | | College graduate (Bachelor's degree or equivalent) |
| High school diploma or G | ED | Postgraduate degree (Masters, Doctorate, Law, Medical) |
| Some college / AA degree | e / Technical school degree | |
| 38. How many peop | le live in your household? Number | of people includes |
| | artner, your children (including full- | |
| age 23 even if they o | do not live at home), and any legal o | dependents. |
| O 1 | O 6 | |
| O 2 | 7 | |
| ○ 3 | 8 | |
| \(\) 4 | 9 | |
| O 5 | O 10 or more | |
| | | |
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| Vehicle Purchase - Buyers Label | 2_Copy |
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| 39. Which of the following categories i | includes your household's total 2009 |
| income (before taxes)? | |
| Less than \$15,000 | \$75,000 to less than \$100,000 |
| \$15,000 to less than \$25,000 | \$100,000 to less than \$125,000 |
| \$25,000 to less than \$50,000 | \$125,000 to less than \$150,000 |
| \$50,000 to less than \$75,000 | \$150,000 or more |
| 40. Do you have any comments about | the label designs you saw in this survey? |
| | |
| | |
| | |
| These were all the questions we had for you today. BE SURE | TO CLICK THE 'DONE' BUTTON BELOW SO THAT YOUR ANSWERS ARE ENTERED. |
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